

Minutes of the  
Waukesha County's Public Safety Communication Center  
Steering Committee

Tuesday, January 29, 2002

Present: Dan Finley, Chair, Waukesha County; Diane Gard, City of Oconomowoc; Jim Payne, City of Waukesha; Wally Thiel, Village of Hartland; Neil Palmer for Jim Nortman, Village of Elm Grove; Richard Farrenkopf, Village of Menomonee Falls; Richard Manke, Waukesha County Board; Donald Wiemer, Village of Oconomowoc Lake; Dean Marquardt, City of Brookfield; Keith Henderson, Town of Brookfield; and Joseph Whitmore, Village of North Prairie.

Not Present: Joseph St. Thomas, Town of Oconomowoc

Also Present: Bob Jacobs, Richard Bolte, Jim Richter, Andy Thelke, and Kaye Kumbier, Waukesha County.

The meeting was called to order by County Executive Finley at 4:00 p.m. The minutes of January 15 were approved as presented.

Mr. Finley indicated that the County had received approximately 18 expressions of intent from municipalities for the dispatch center. On January 22, the County Board approved an additional \$140,000 for final design work for the building.

Reports were heard from the work group chairmen. Mr. Jacobs indicated he will likely split this Protocol Work group into subcommittees dealing separately with police and fire issues. Mr. Jacobs also indicated there have been no decisions reached regarding the selection of the records management system.

The committee reviewed the list of services proposed for the dispatch center and those not proposed. Mr. Finley indicated two general goals. First, that we need to strive for uniformity in the services offered to the communities. And secondly, that the County will pay for all equipment contained at the center, and the communities will pay for the equipment located in their municipal facilities.

The committee completed its review of the list and made several modifications. The modifications will be presented at the February 12 meeting for final approval.

The meeting was adjourned at 5:45 p.m.

**Approved list of services not to be offered  
by the Waukesha County Consolidated Dispatch Center**

February 12, 2002

1. Answers City Hall non-emergency complaints during non-business hours; i.e., water utility, snow conditions (via call forwarding to a cell phone). Caller will be given local number to call.
2. Provides public information, i.e., dump hours, parade route information.
3. Conducts records system jacket consolidation and quality control.
4. Monitor department security cameras; i.e. lobby (during closed hours), lockup/booking area (prisoners), parking lots, garage.
5. Activates doors, i.e. lockups, saltport garage (overhead and interior), lobby access (non-business hours).
6. Assists in monitoring during off-hours for prisoner pickup.
7. Answer administrative calls (forward to appropriate individual). This could occur by using a call forward function to a supervisor's cell phone or using an answering service.
8. Enters data from field interview cards for records management system.
9. Monitors public works radios system during off-hours (page out employees based on need). There should be no need to monitor public works radios, but shift supervisors could be made responsible to contact a non-call DPW supervisor for such things as water main breaks and snow emergencies.
10. Monitor officers in booking and cell block area via video system, summoning assistance when appropriate.
11. Create shift activity reports through CAD (for roll calls, etc.).
12. Create and maintain city geographical files related to city records management system.
13. Access cash register and receive fines and fees, validate checks and make change as required.
14. Enters documents - cancel extra residential and business checks.
15. 211 service.

**Approved list of services to be offered  
by the Waukesha County Consolidated Dispatch Center**

February 12, 2002

1. Enter short narratives on CAD entries for report purposes.
2. Answers 911 calls for police, fire and e.m.s.
3. Answer emergency and non-emergency calls for service for police, fire, e.m.s., and public works (water, sewer, electric, streets, and parks).
4. Dispatches police, fire, ambulance, and paramedics for calls for service; record time of call, time of arrival, and time of officer reports back in service.
5. Provides MDT messaging functions.

6. Activates emergency government and coordinates information including weather warnings.
7. Monitors panic alarms for critical municipal buildings, including ringdown lines.
8. Handles Time System teletype data: warrants (entry and verification), articles, missing persons, administrative messages, courts, criminal records check, DOT file inquiries, if desired.
9. Performs some Time System validation officer functions.
10. Monitors civil defense sirens system including testing and activation. There will remain local activation ability.
11. Provides interface with records management system for officers in the field.
12. Provides basis for records management system through CAD.
13. Provides business keyholder lists and emergency numbers.
14. Solicits informational responses, coordinate and communicate responses and monitor on-going activities to upgrade information received by field units, as well as to enhance officers safety.
15. Queries Crime Information on Bureau and National Crime Information Center on wanted subjects and stolen property information.
16. Selectively monitor radio traffic of surrounding jurisdictions for information of concern.
17. Serves as a telephone communications link between officers on patrol and parties that must be contacted or notified, such as towing companies, hospitals, etc.
18. Works with telecommunicators, the communication supervisor, the information systems manager, and other department heads (i.e., fire and highway departments) to develop effective and efficient communications center policies, procedures, and systems.
19. Operates and provides first line maintenance and perform preliminary diagnostics on all dispatch center equipment.
20. Provides on-the-job training for new telecommunicators and other departmental personnel designated for training.
21. Monitors and answers TDD.
22. Maintain 24 hour logging and recording equipment. The County will be the legal holder of the record.
23. Give s.e.m.d. instructions over phone. Enters TRO's in Time System.